

KEYSPAN ENERGY DELIVERY PROGRAM YEAR-4 PERFORMANCE METRICS

OVERALL				
<u>Program/Initiative</u>	<u>Performance Metric Description</u>	<u>Threshold Attainment</u>	<u>Design Attainment</u>	<u>Exemplary Attainment</u>
Residential and Commercial Programs 1 – Budget Metric (This metric does not apply to the Low Income Program) 50% of 30% or 15%	<u>Threshold: Maintain spending within 10% of overall budget</u>	<u>Provide report by 9/1/2006.</u>		▼
	<u>Target: Maintain spending within 10% of budget by sector</u>		<u>Provide report by 9/1/2006.</u>	▼
	<u>Exemplary: Maintain spending within 10% of budget by program</u>			<u>Provide report by 9/1/2006.</u> ▼

RESIDENTIAL Programs				
<u>Program/Initiative</u>	<u>Performance Metric Description</u>	<u>Threshold Attainment</u>	<u>Design Attainment</u>	<u>Exemplary Attainment</u>
Residential 1 - Contractor Outreach and Recruitment (This metric does not apply to the Low Income Program) 25% of 30% or 7.5%	<u>Threshold: Identify the baseline universe of contractors that currently participate in Company programs.</u>	<u>Provide summary memo to settling parties by 6/1/2006.</u>	▼	▼
	<u>Target: Conduct analysis of current participating contractor community to determine appropriate types and levels of training necessary to improve energy efficiency technical installation and selling skills.</u>		<u>Provide report to settling parties by 6/1/2006.</u> ▼	▼
	<u>Exemplary: Develop a written plan based upon analysis to deliver and maximize training opportunities for participating contractors.</u>		▼	<u>Provide plan to settling parties by 6/1/2006.</u> ▼
Residential 2 - Contractor Training (This metric does not apply to the Low Income Program) 25% of 30% or 7.5%	<u>Threshold: Determine the potential universe of non-participating contractors.</u>	<u>Provide summary memo to settling parties by 6/1/2006.</u>	▼	▼
	<u>Target: Conduct analysis of non-participating contractor community to determine barriers to participation in programs.</u>		<u>Provide report to settling parties by 6/1/2006.</u>	
	<u>Exemplary: Develop an outreach plan incorporating knowledge gained from research in order to increase the number of new contractors that participate in programs each year.</u>			<u>Provide plan to settling parties by 6/1/2006.</u>

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KEYSPAN ENERGY DELIVERY PROGRAM YEAR-4 PERFORMANCE METRICS

Commercial, Industrial and Multifamily Programs				
Program/Initiative	Performance Metric Description	Threshold Attainment	Design Attainment	Exemplary Attainment
C&I/Multifamily 1: Installation rate (This metric does not apply to the Low Income Program) 25% of 30% or 7.5%	Threshold: Identify baseline rate of installation of energy saving measures by customers in the C&I and Multifamily programs	Provide summary memo to settling parties by 6/1/2006.		
	Target: Conduct research on past non installing customers to identify barriers to installation		Provide report to settling parties by 6/1/2006.	
	Exemplary: Develop strategies to increase the installation rates of ESMs by participants			Provide plan to settling parties by 6/1/2006.
C&I/Multifamily 2: New gas technologies (This metric does not apply to the Low Income Program) 25% of 30% or 7.5%	Threshold: Identify and investigate new ESMs and renewable technologies to be brought into the programs	Provide summary memo to settling parties by 6/1/2006.		
	Target: Develop plan to incorporate technologies into programs.		Provide plan to settling parties by 6/1/2006.	
	Exemplary: Identify opportunity for installation of 1 new or renewable technology			Provide summary memo to settling parties by 6/1/2006.

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Educational and Pilot Programs				
Program/Initiative	Performance Metric Description	Threshold Attainment	Design Attainment	Exemplary Attainment
<u>Residential Online Analyzer</u>	<u>Threshold: Achieve 75% of target participation goal.</u>	<u>Provide participation report with the Company's 9/1/2006 filing.</u>		
<u>Business Online Analyzer</u>				
<u>Builder Operator Certification</u>				
<u>Building Practices and Technology Demonstrations (C&I and Residential)</u>	<u>Target: Achieve 100% of target participation goal</u>		<u>Provide participation report with the Company's 9/1/2006 filing.</u>	
<u>Trade Ally Training</u>				
<u>(This metric does not apply to the Low Income Program)</u>	<u>Exemplary: Achieve 110% of target participation goal</u>			<u>Provide participation report with the Company's 9/1/2006 filing.</u>
<u>100% of incentive for these programs</u>				

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-100% of shareholder incentive tied to performance

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<u>Residential Low-Income Program</u>				
<u>Program/Initiative</u>	<u>Performance Metric Description</u>	<u>Threshold Attainment</u>	<u>Design Attainment</u>	<u>Exemplary Attainment</u>
<u>Low Income 1: Training</u> <u>33.3% of 60% or 20%</u>	<u>Threshold:</u> In coordination with LEAN, work with Lead Agency to identify contractor and/or agency staff training needs.	<u>Provide written documentation of meetings and discussions held to Settling Parties by 6/1/06</u>		
	<u>Design:</u> In coordination with LEAN, work with Lead Agency to develop a plan to implement contractor and/or agency staff training		<u>Provide written documentation of meetings and discussions held along with training plan to Settling Parties by 6/1/2006</u>	
	<u>Exemplary:</u> In coordination with LEAN, work with Lead Agency and provide financial support to implement at least one training initiative identified.			<u>Provide Documentation of funding for initiative to Settling Parties by 6/1/2006.</u>

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<p><u>Low Income 2: Outreach</u></p> <p><u>33.3% of 60% or 20%</u></p>	<p><u>Threshold:</u> In coordination with LEAN, other Massachusetts utilities, and other stakeholders, continue the Energy Bucks campaign in PY4 review 2004 program awareness study and recommend fall campaign adjustments if needed by August 31, 2005.</p>	<p><u>Continue</u> <u>Energy Bucks</u> <u>campaign and</u> <u>be a signatory</u> <u>to the memo to</u> <u>LEAN</u> <u>summarizing</u> <u>2004 awareness</u> <u>study and</u> <u>recommending</u> <u>any</u> <u>adjustments.</u></p>		
	<p><u>Design:</u> In coordination with LEAN, other Massachusetts utilities, and other stakeholders, identify research objectives to be addressed in a study of the Energy Bucks campaign to begin when the winter 2005/2006 campaign is completed. The purpose of this evaluation will be to provide the stakeholders with information about the effectiveness of the Energy Bucks campaign and whether the Energy Bucks campaign should be continued. The information will include identifying and quantifying those populations least reached by existing program, by such demographics as age, gender, linguistic isolation, other cultural grouping, and other factors; measuring quantitatively the success of the Energy Bucks campaign in reaching the identified previously unreached demographics; and quantifying the numbers of locations of ineligible low-income populations such as students and residents of subsidized housing.</p>		<p><u>Develop goals</u> <u>for 2005/2006</u> <u>study and</u> <u>timeline for</u> <u>completion</u></p>	
	<p><u>Exemplary:</u> In coordination with LEAN, other Massachusetts utilities and other stakeholders, recommend appropriate statewide marketing/outreach initiatives for the winter 2006/2007 campaign.</p>			<p><u>Recommendations</u> <u>for 2006/2007</u></p>

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<p>Low Income 3: Renewables</p> <p><u>33.3% of 60% or 20%</u></p>	<p>Threshold: Participate in meetings with LEAN, other utilities and MTC to discuss incorporating renewable energy measures into the Company's Low Income Program.</p>	<p>Provide memorandum from LEAN affirming the Company's attendance at set meetings to Settling Parties by 6/1/2006</p>		
	<p>Design: In coordination with LEAN and its MTC program, support efforts to identify renewable energy measures that would offset natural gas usage that could potentially be incorporated into the Company's Low Income Program</p>		<p>Provide memorandum from LEAN affirming Company support of renewable energy efforts to Settling Parties by 6/1/2006</p>	
	<p>Exemplary: In coordination with LEAN and MTC, develop written recommendations of the appropriate measures to incorporate into the Company's Low Income Program.</p>			<p>Supply written memo by Company by 6/1/2006</p>

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ADDITIONAL METRICS BY MARKET¶

RESIDENTIAL ¶

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HEHE ¶

Increasing the number of contractors participating ¶

Retaining contractors participating¶

Training for distributors?¶

WINDOWS¶

Increasing the number of unique contractors¶

Conducting "How to" workshops for customers¶

TSTATS¶

Conducting "How to" workshops for customers¶

Increasing placement at small to med size retailers¶

LOW INCOME¶

Participating in best practices collaborative¶

WEATHERIZATION¶

Increase number of contractors offerings specific services (icynene)¶

ANY PROGRAM¶

Increase participation in under-se ... [34]

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Program/InitiativeResidential Programs -Increase contractor(builders, HVAC, Plumbers...) participation		
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ExemplaryWork with administrative vendors to identify contractors participating in the programs and quantify market of available contractors Develop strategy to increase the number of contractors participating in the programs		
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Increase the number of new contractors participating in the program by XX% or #		
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Develop an outreach plan incorporating knowledge gained from research in order to increase the number of new contractors that participate in programs each year.		
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Analyze data from past trainings and identify contractors, customers and other trade allies who have participated.		
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Work with administrative vendors to fully identify the baseline universe of contractors that currently participate in Company programs.		
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Develop X new training opportunities targeted to underserved populations		
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Conduct needs analysis of current participating contractor community to determine appropriate types and levels of training necessary to improve energy efficiency technical installation and selling skills.

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Have X new contractors, customers or trade allies participate in an energy efficiency training.

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Develop a written plan based upon needs analysis to deliver and maximize training opportunities for participating contractors in future program years.

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Identify baseline rate of installation of energy saving measures by customers in the C&I and Multifamily programs

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Survey past non installing customers to identify barriers to installation

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C&I/Multifamily/Technology Demonstration
-Implement new gas ESMs

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Develop strategies to increase the installation rates of ESMs by participants

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Identify and investigate new ESMs and renewable technologies to be brought into the programs

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Design

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Achieve installation of 2 new gas technologies

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Achieve installation of 1 renewable technology

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ADDITIONAL METRICS BY MARKET

RESIDENTIAL

HEHE

Increasing the number of contractors participating

Retaining contractors participating

Training for distributors?

WINDOWS

Increasing the number of unique contractors

Conducting “How to” workshops for customers

TSTATS

Conducting “How to” workshops for customers

Increasing placement at small to med size retailers

LOW INCOME

Participating in best practices collaborative

WEATHERIZATION

Increase number of contractors offerings specific services (icynene)

ANY PROGRAM

Increase participation in under-served areas

COMMERCIAL

C&I/MULTIFAMILY

Increase number of contractors

Trainings for best practices, building science...

C&I HEHE

Increasing the number of contractors participating

Retaining contractors participating

Training for distributors?

Increase participation in lagging equipment (infrared...) or higher efficiency 92+

ECONOMIC REDEVELOPMENT

Increase avg savings per participant